

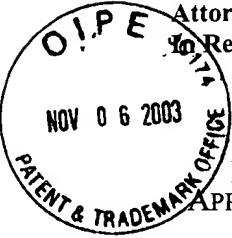
Amendment dated: November 6, 2003

Application Serial No.: 09/455,534

Attorney Docket No. 23453-035

Response to Office Action mailed July 11, 2003

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2/22/04



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Technology Center 2600

IN RE PATENT
APPLICATION OF:

Michael ZIRNGIBL *et al.*

SERIAL NO.:

09/455,534

FILING DATE:

December 7, 1999

ART UNIT :

2645

EXAMINER

M. CHOW

FOR:

SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT
OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, WITH
INTEGRATED INBOUND AND OUTBOUND VOICE SERVICES

RESPONSE TO NON-FINAL OFFICE ACTION (PAPER NO. 17)

Mail Stop Fee Amendment

Commissioner for Patents

P.O. Box 1450

Alexandria, VA. 22313-1450

Dear Sir:

In response to the Office Action mailed **July 11, 2003 (Paper No. 17)**, please amend the
above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims beginning on page 2 of this
paper.

Remarks/Arguments begin on page 8 of this paper.

It is not believed that extensions of time or fees for net addition of claims are required
beyond those that may otherwise be provided for in documents accompanying this paper.
However, if additional extensions of time are necessary to prevent abandonment of this
application, then such extensions of time are hereby petitioned for under 37 C.F.R. § 1.136(a),
and any fees required therefor (including fees for net addition of claims) are hereby authorized to
be charged to our Deposit Account No. 50-0311 (*Ref. No. 23453-035*).